

# National Average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

## HCAHPS Question

How often did nurses communicate well with patients?

How often did doctors communicate well with patients?

How often did patients receive help quickly from hospital staff?

How often was patients' pain well controlled?

How often did staff explain about medicines before giving them to patients?

How often were the patients' rooms and bathrooms kept clean?

How often was the area around patients' rooms kept quiet at night?

Were patients given information about what to do during their recovery at home?

How do patients rate the hospital overall?

Would patients recommend the hospital to friends and family?

How often did nurses communicate well with patients?

How often did nurses communicate well with patients?

How often did doctors communicate well with patients?

How often did doctors communicate well with patients?

How often did patients receive help quickly from hospital staff?

How often did patients receive help quickly from hospital staff?

How often was patients' pain well controlled?

How often was patients' pain well controlled?

How often did staff explain about medicines before giving them to patients?

How often did staff explain about medicines before giving them to patients?

# National Average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

## HCAHPS Answer Description

Nurses always communicated well

Doctors always communicated well

Patients always received help as soon as they wanted

Pain was always well controlled

Staff always explained

Room was always clean

Always quiet at night

Yes, staff did give patients this information

Patients who gave a rating of 9 or 10 (high)

YES, patients would definitely recommend the hospital

Nurses usually communicated well

Nurses sometimes or never communicated well

Doctors usually communicated well

Doctors sometimes or never communicated well

Patients usually received help as soon as they wanted

Patients sometimes or never received help as soon as they wanted

Pain was usually well controlled

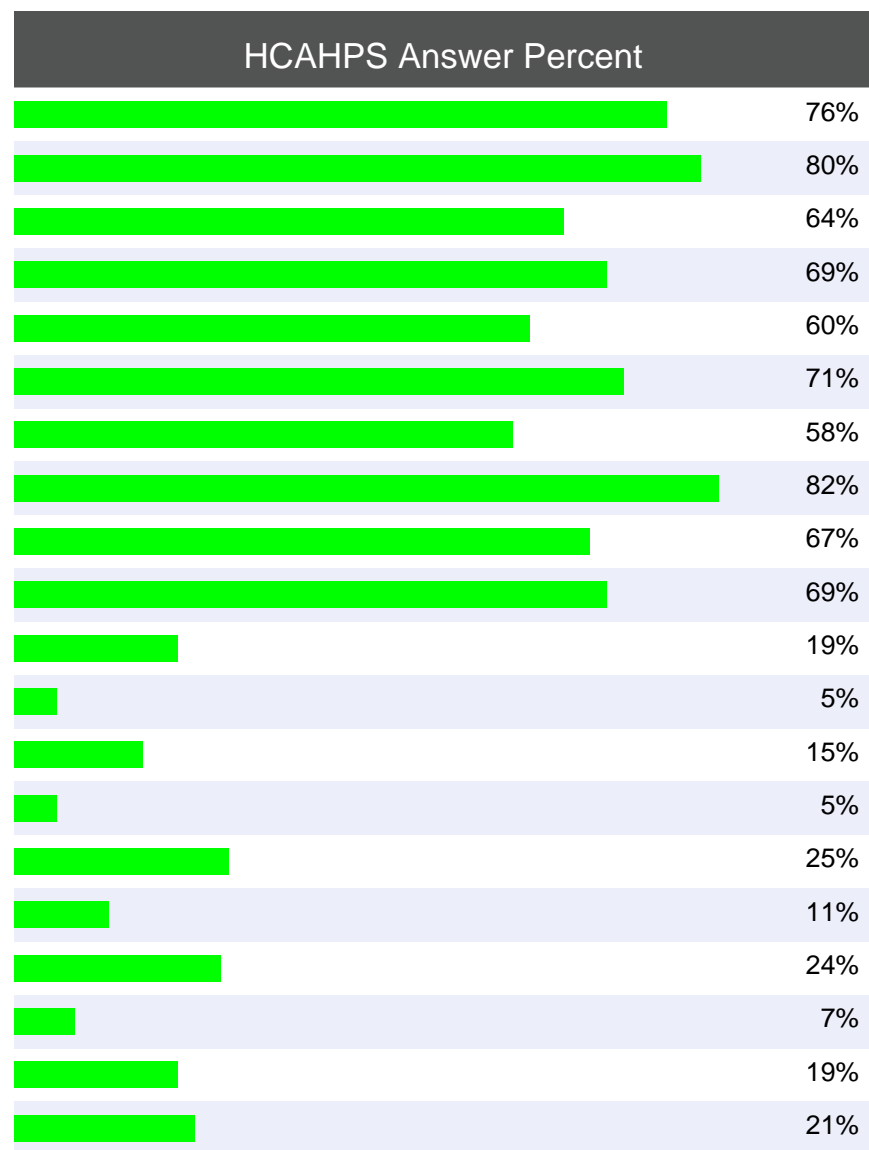
Pain was sometimes or never well controlled

Staff usually explained

Staff sometimes or never explained

# National Average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average



# National Average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

How often were the patients' rooms and bathrooms kept clean?

How often were the patients' rooms and bathrooms kept clean?

How often was the area around patients' rooms kept quiet at night?

How often was the area around patients' rooms kept quiet at night?

Were patients given information about what to do during their recovery at home?

How do patients rate the hospital overall?

How do patients rate the hospital overall?

Would patients recommend the hospital to friends and family?

Would patients recommend the hospital to friends and family?

# National Average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

Room was usually clean

Room was sometimes or never clean

Usually quiet at night

Sometimes or never quiet at night

No, staff did not give patients this information

Patients who gave a rating of 7 or 8 (medium)

Patients who gave a rating of 6 or lower (low)

YES, patients would probably recommend the hospital

NO, patients would not recommend the hospital (they probably would not or definitely would not recommend it)

# National Average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

